



Winning Solutions...Worldwide

**PROGRESSIVE JACKPOT
PAI GOWTM Poker
Procedures Manual
(\$1 Paytables Only)**

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MIKOHN CORPORATION OVERVIEW

There is a Mikohn product in every casino in the world. This simple statement is a testimony to the Mikohn influence as a key supplier to the international gaming industry. Within its four core divisions, Mikohn has a diversified portfolio that encompasses high-tech player tracking and management information systems, an advanced system for the automation of table games, turn-key design and manufacturing for high impact interior and exterior signage and lighting displays, and a wide and growing number of proprietary specialty games.

SYSTEMS

Heralded as the dominant leader in progressive jackpot systems, Mikohn continues to expand its offerings of sophisticated electronic systems to include the linking of multi-site casinos, advanced management information and player tracking innovations, related module enhancements, and bonusing technology.

TABLE GAMES

Mikohn continues to broaden its staple of proprietary table games, which include new branded specialty games. Designed to bring variety to the gaming floor and attract players, these games encourage greater play through their novel looks and concepts, progressive jackpot systems, and outstanding display features.

GAMING OPERATIONS

The Mikohn slot division continues to create unique and different products that will stand on their own merit. Mikohn will strive to introduce high margin products in games, predict and beat the changes in the industry, and drive that change while building a strong base of products that will gain market share, maintain a competitive edge, and focus on products with recurring revenue. Creating high demand and competitive slot products with a strong emphasis in differentiation added entertainment value and immediate brand recognition remains the focus of the Gaming Operations division.

EQUIPMENT SALES

As the pioneer and industry leader in the development of interior signage and displays in casinos, Mikohn is renowned for its unique, sensory-stimulating displays. This specialized form of artwork features multi-dimensional elements, thematic progressive displays, meters, robotics/animatronic technology, and computer-coordinated sound and light shows. Mikohn can also customize slot glass to a particular theme, color, and style, enhancing the overall effect of any game. The award-winning Mikohn exterior lighting and signage design team invents displays that not only illuminate buildings, but also magnify their presence and theme.

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TABLE OF CONTENTS

1.	ABOUT THIS MANUAL.....	1
1.1	WHO SHOULD USE THIS MANUAL	1
1.2	MANUAL CONTENTS	1
1.3	REFERENCE DOCUMENTATION.....	1
1.4	GETTING HELP.....	1
2.	GAME BASICS	2
2.1	BASE GAME PLAY.....	2
2.2	OPTIONAL PROGRESSIVE GAME PLAY	3
2.3	TABLE SETUP: SOFTWARE AND HARDWARE	4
2.3.1	<i>GAME MANAGER/AQUARIUS CONTROLLER System.....</i>	<i>4</i>
2.3.2	<i>Aquarius Controller Master/Slave.....</i>	<i>4</i>
2.3.3	<i>AQUARIUS CONTROLLER Standalone.....</i>	<i>4</i>
2.4	TABLE COMPONENTS.....	5
2.5	TABLE SECURITY	5
3.	GAME RULES.....	6
3.1	OVERVIEW	6
3.2	HANDS.....	6
3.2.1	<i>Dead Hand.....</i>	<i>6</i>
3.2.2	<i>Joker.....</i>	<i>6</i>
3.2.3	<i>Back Hand, Five-Card Hand.....</i>	<i>6</i>
3.2.4	<i>Front Hand, Two-Card Hand.....</i>	<i>6</i>
3.2.5	<i>Push.....</i>	<i>6</i>
3.2.6	<i>PROGRESSIVE JACKPOT PAI GOW POKER Hand Ranking.....</i>	<i>6</i>
3.3	WAGERING RULES	7
3.3.1	<i>Initial Wager.....</i>	<i>7</i>
3.3.2	<i>Optional Progressive Jackpot Wager</i>	<i>7</i>
3.4	BANKER RULES.....	8
4.	DEALER PROCEDURES	9
4.1	CASINO-SPECIFIC PROCEDURES	9
4.2	DEALING THE HAND	9
4.3	PLAYING PROGRESSIVE JACKPOT PAI GOW POKER.....	10
4.4	DETERMINING THE WINNING HAND, AND TAKING AND PAYING WAGERS.....	11
4.5	RESOLVING DEALER ERRORS	12
5.	PROGRESSIVE JACKPOT PAYOUT PROCEDURES	13
5.1	PROGRESSIVE JACKPOT PAI GOW POKER PAYTABLE VARIATIONS.....	13
5.2	USING THE DEALER CONSOLE TO RECORD AND PAY JACKPOTS	16
5.2.1	<i>High Jackpot Payout Procedure.....</i>	<i>16</i>
5.2.2	<i>Low Jackpot Payout Procedures.....</i>	<i>17</i>
5.2.3	<i>No Key Jackpot Payout Procedures.....</i>	<i>18</i>
	From the Meter.....	18
	Not From the Meter.....	18
5.3	HANDLING MULTIPLE PROGRESSIVE JACKPOTS AT ONE TABLE AND ONE DEAL	19
5.4	HANDLING SIMULTANEOUS HIGH PROGRESSIVE JACKPOT HANDS ON MULTIPLE TABLES.....	21
5.5	RECONCILING PROGRESSIVE METER AND COIN-IN AMOUNTS	23

6.	TROUBLESHOOTING	23
6.1	PROGRESSIVE MALFUNCTIONS.....	23
6.2	PROGRESSIVE HIGH JACKPOT INPUT ERRORS	23
	GLOSSARY	24

LIST OF FIGURES

Figure 2.1 PROGRESSIVE JACKPOT PAI GOW POKER table felt..... 2

LIST OF TABLES

Table 2.1	PROGRESSIVE JACKPOT PAI GOW POKER winning hands.....	3
Table 5.1	Pay schedule PJPA1 (one-dollar progressive wager)	13
Table 5.2	Pay schedule PJPB1 (one-dollar progressive wager).....	14
Table 5.3	Pay schedule PJPC1 (one-dollar progressive wager).....	15

1. About This Manual

1.1 Who Should Use This Manual

This manual provides PROGRESSIVE JACKPOT PAI GOW™ POKER game rules and dealer procedures, and is intended for use by the management and dealers of the operating establishment. It assumes dealers are familiar with any operator policy that applies to this game.

The operating establishment may require management personnel to perform some of the dealer procedures in this manual. **Operator policy and internal control procedures for processing and paying jackpots take precedence over the procedures in this manual.**

1.2 Manual Contents

The manual is arranged as follows:

- Chapter 1 – About this Manual, page [1](#)
- Chapter 2 – Game Basics, page [2](#)
- Chapter 3 – Game Rules, page [6](#)
- Chapter 4 – Dealer Procedures, page [9](#)
- Chapter 5 – Progressive Jackpot Payout Procedures, page [13](#)
- Chapter 6 – Troubleshooting, page [23](#)
- Glossary, page [24](#)

1.3 Reference Documentation

For additional information on the GAME MANAGER system and the AQUARIUS CONTROLLER™, refer to the following documentation:

- AQUARIUS CONTROLLER v5.6 – v5.7 GAME MANAGER v5.7 Procedures Manual, P.N. 990-241-21
- AQUARIUS CONTROLLER v5.6 – v5.7 GAME MANAGER v5.7 Technical Manual, P.N. 990-241-22

Contact MIKOHN Customer Service at **1-800-798-1942** or your MIKOHN sales representative to order documentation.

1.4 Getting Help

This manual is designed to provide complete dealer instruction for playing PROGRESSIVE JACKPOT PAI GOW POKER after it is installed; however, if you require further assistance contact MIKOHN Customer Service at **1-800-798-1942**.

2. Game Basics

2.1 Base Game Play

The MIKOHN PROGRESSIVE JACKPOT PAI GOW™ POKER game combines elements of the ancient Chinese game of Pai Gow with the classic American Poker. This Pai Gow variation is a seven-card Stud Poker table game played with a 53-card deck, including one Joker, in which one to six players play against the house dealer. The Joker can be used only as an Ace or to complete a Straight or a Flush.

As with similar card table games, the mechanics of PROGRESSIVE JACKPOT PAI GOW POKER allow for quick play and wager resolution. This manual details the basic procedures for PROGRESSIVE JACKPOT PAI GOW POKER and describes how to play the optional progressive portion of the game. [Figure 2.1](#) shows the table felt.

Players place an initial wager to receive a seven-card hand, face down. The cards are dealt to the player who is selected to get the first set of cards and then from left to right. All players, including the dealer, arrange their cards into a **Back Hand** of five cards and a **Front Hand** of two cards. The **Back Hand** must always outrank the **Front Hand**. For example, if the two-card hand is a pair of sevens, the five-card hand must contain a pair of eights or higher. Rankings are based on poker rankings, with the exception of **A-2-3-4-5**, which is the second highest straight. The highest two-card hand is Aces; the highest five-card hand is a Royal Flush or five Aces (four Aces plus the Joker).

The object of the game is for both of the player's hands to rank higher than the dealer's corresponding hands to win. A tie results when a player's hand ranks exactly the same as the dealer's hand. The dealer wins all tie results. If the player wins one hand and loses the other a "push" results and no money changes hands. Winning hands are paid **1 to 1** with a **5%** commission to the dealer; therefore actual winning payout to the player is **95%**. Losing hands lose the amount wagered.



Figure 2.1 PROGRESSIVE JACKPOT PAI GOW POKER table felt

2.2 Optional Progressive Game Play

Each player position has areas for the initial wager, and the Back and Front Hands; and a coin acceptor for the optional **\$1 (one-dollar)** progressive jackpot wager. A player can make a progressive jackpot wager only if he or she has made the initial wager for that hand and both wagers are made before the dealer delivers the cards. **A winning progressive jackpot hand is not affected by the dealer's hand.**

Players may play for the base game without fear of risking the progressive. A winning progressive hand can be split between the Back and Front Hands. For example, if a player has a Full House split with three cards to the Back Hand and two cards to the Front Hand, that player wins the base game. The hand combination also qualifies the player to win on a progressive wager, even though the winning hand is split between the Front and Back hands. [Table 2.1](#) shows the progressive winning hands.

Table 2.1 PROGRESSIVE JACKPOT PAI GOW POKER winning hands

Back Hand plus Front Hand	Example
Five Aces – OR – Natural Royal Flush + Pair	A♥ A♣ A♦ A♠ WC – or – A♥ K♥ Q♥ J♥ 10♥ + K♣ K♦
Five Aces – OR – Natural Royal Flush	A♥ A♣ A♦ A♠ WC – or – A♥ K♥ Q♥ J♥ 10♥
Royal Flush + Pair	A♥ K♥ Q♥ J♥ 10♥ + K♣ K♦
Royal Flush + No Pair	A♥ K♥ Q♥ J♥ 10♥ + K♣ Q♦
Straight Flush + Pair	K♥ Q♥ J♥ 10♥ 9♥ + K♣ K♦
Straight Flush + No Pair	K♥ Q♥ J♥ 10♥ 9♥ + K♣ Q♦
Four-of-a-Kind + Pair	8♦ 8♥ 8♠ 8♣ + K♣ K♦
Four-of-a-Kind + No Pair	8♦ 8♥ 8♠ 8♣ + K♣ Q♦
Full House + Pair	K♣ K♥ K♦ 8♠ 8♣ + Q♦ Q♥
Full House + No Pair	K♣ K♥ K♦ 8♠ 8♣ + Q♦ J♥
Flush + Pair	K♥ Q♥ 10♥ 8♥ 9♥ + 5♦ 5♣
Flush + No Pair	K♥ Q♥ 10♥ 8♥ 9♥ + 5♦ J♣
Straight + Pair	5♥ 6♦ 7♣ 8♥ 9♣ + 4♦ 4♣
Straight + No Pair	5♥ 6♦ 7♣ 8♥ 9♣ + 4♦ J♣
Three-of-a-Kind	8♦ 8♥ 8♠

2.3 Table Setup: Software and Hardware

PROGRESSIVE JACKPOT PAI GOW POKER operates in three possible configurations—two linked and one standalone.

2.3.1 GAME MANAGER/AQUARIUS CONTROLLER System

In this linked configuration, a computer with MIKOHN GAME MANAGER software acts as the master that communicates with up to 120 slave table games (30 per port), via the AQUARIUS CONTROLLER™ installed in each table. The dealer uses the dealer console at a table to communicate game activities to the GAME MANAGER computer which records game activity, collects game data, and issues directives to each slave to display jackpot information and messages on the table signs. A GAME MANAGER computer can support up to 120 PROGRESSIVE JACKPOT PAI GOW POKER tables, whether the tables all contribute to one progressive jackpot or different ones.

Using GAME MANAGER, casinos can configure such things as a game's jackpot seed amount and the currency amount for the progressive jackpot wager. Configuration information entered into GAME MANAGER takes precedence over any AQUARIUS CONTROLLER settings.

2.3.2 Aquarius Controller Master/Slave

In this linked configuration, there is one master table game that connects with up to 29 additional slave table games via the AQUARIUS CONTROLLER in each table. The dealer uses the dealer console at a slave table to communicate game activities to the master table. The master AQUARIUS CONTROLLER records game activity, collects game data, and issues directives to each slave to display jackpot information and messages on the table signs.

2.3.3 AQUARIUS CONTROLLER Standalone

In this standalone configuration, each table has its own AQUARIUS CONTROLLER and operates independently of any other tables or controller systems. A dealer uses the dealer console to record jackpots, which the AQUARIUS CONTROLLER displays on the table sign. All default jackpot seed amounts are hard-coded (permanently written) in the EPROM chip on the AQUARIUS CONTROLLER board. However, MIKOHN service personnel can adjust the starting jackpot amount and progressive wager amount if required by a casino.

2.4 Table Components

A standard PROGRESSIVE JACKPOT PAI GOW POKER table configuration consists of the following components:

1. Six player positions, each containing the following:
 - A location for the initial wager
 - A coin acceptor for the optional progressive jackpot wager
2. One dealer position containing the following:
 - A dealer console
 - A chip tray with eleven chip tubes and a chip return
 - An area for the dealer's hand
3. A progressive jackpot meter that increments when players make a progressive wager and decrements when most progressive jackpots are paid.
4. An AQUARIUS CONTROLLER in each table that records jackpot information and sends progressive jackpot information to the progressive jackpot meter.
5. A GAME MANAGER system to set up games, monitor progressive jackpot activity, and generate table game reports.

2.5 Table Security

All PROGRESSIVE JACKPOT PAI GOW POKER tables have a built-in dealer console in the chip tray that has a hard key lock. The hard key lock comes with two keys and requires the correct key to make either a high or low jackpot award.

- The high jackpot key (009) is used to pay a high jackpot
- The low jackpot key (008) is used to pay a low jackpot

3. Game Rules

3.1 Overview

The dealer deals out seven seven-card hands in front of the dealer position. The dealer then roles three dice to determine the first player and passes out the hands to each player starting with the first player and then moving counter clockwise to each player.

The players arrange their cards into two hands, a **Back Hand** (five-card hand) and a **Front Hand** (two-card hand) so that the Back Hand is higher than the Front Hand. The relative values of the hands are the same as in Poker, but with five Aces beating a Royal Flush.

For example, if the Front Hand were a pair of fives, the Back Hand would have to be a pair of sixes or higher; if the Front Hand was a pair of Aces, the Back Hand would have to contain two pairs or better. If the player sets a Back Hand that is less than the Front Hand, then the player loses the base game. However, that player can still qualify for the progressive jackpot if he or she made a progressive wager, since a winning progressive hand can be split between the Back and Front Hands (it is the dealer's responsibility to notice a hand that qualifies for a progressive win).

3.2 Hands

3.2.1 Dead Hand

A dead hand results when the PROGRESSIVE JACKPOT PAI GOW™ POKER player fails to divide the seven cards properly into a **Front Hand** and **Back Hand**. If the player places his or her two best cards in the **Front Hand**, the player's hand is considered "dead" and he or she loses instantly.

3.2.2 Joker

The Joker is a wild card and may be used as a single Ace; or to complete a Flush, Straight, or a Straight Flush.

3.2.3 Back Hand, Five-Card Hand

The five-card hand must be "the highest" or the **Back Hand**. The player must try to create the best possible five-card hand from his or her seven dealt cards. In PROGRESSIVE JACKPOT PAI GOW POKER, the highest-ranking hand is five Aces, (for example, four Aces plus the wild card). This poker hand beats a Royal Flush.

3.2.4 Front Hand, Two-Card Hand

The two-card hand is referred to as "the second highest" or the **Front Hand**. The two-card hand of highest rank is a pair of Aces. If the **Front Hand** is not composed of a pair, the value of the cards determines the hand's rank.

3.2.5 Push

When the player and the dealer compare hands that have the same rank, that hand is referred to as a push.

3.2.6 PROGRESSIVE JACKPOT PAI GOW POKER Hand Ranking

The only difference between the system of ranking hands in PROGRESSIVE JACKPOT PAI GOW POKER and in other poker games is that in PROGRESSIVE JACKPOT PAI GOW POKER **A-K-Q-J-10** ranks as the highest straight, **A-2-3-4-5** ranks as the second highest, and **K-Q-J-10-9** ranks as the third highest.

3.3 Wagering Rules

The following subsections outline rules for making the initial and progressive jackpot wagers.

3.3.1 Initial Wager

The following are rules for wagering at a game of PROGRESSIVE JACKPOT PAI GOW POKER:

1. A player may not play more than one player position at a table.
2. Host casino policy dictates whether players may exchange or communicate information regarding their hands. Violation of casino policy may result in a dead hand and forfeiture of the wager.
3. A player makes a wager before the dealer delivers any cards.
4. If a player busts, he or she will lose his or her initial wager. Players who wagered and won will be paid according to PROGRESSIVE JACKPOT PAI GOW POKER paytables.

3.3.2 Optional Progressive Jackpot Wager

Each player has the option of wagering on the progressive jackpot. In front of each wager area on the table is a coin acceptor where the player of that position may wager a \$1 chip on the progressive jackpot for the upcoming hand. **The progressive wager does not affect the dealer's hand.**

NOTE:

The State of Washington's card rooms prohibit the use of side bets. The PROGRESSIVE JACKPOT PAI GOW POKER progressive bet is not considered a side bet.

The following are rules for making a progressive jackpot wager:

1. A player must place an initial wager to participate in the optional progressive jackpot wager.
2. A player must make the progressive jackpot wager before the dealer delivers the cards.
3. Only one token may be wagered per coin acceptor per hand. The coin acceptor prevents a player from making a wager until the dealer presses **GAME OVER** on the dealer console before beginning the next hand.
4. An activated light (red LED) on the progressive coin acceptor indicates a valid progressive jackpot wager. A hand that qualifies for the progressive jackpot will be honored only if the progressive light is on. A player position on a table with a defective light will be closed.
5. A player choosing to play the progressive jackpot is responsible for noting that the coin acceptor light is on.
6. Players may play for the base game without fear of risking the progressive (it is the dealer's responsibility to notice a hand that qualifies for a progressive win). A winning progressive hand can be split between the Back and Front Hands.

3.4 Banker Rules

In PROGRESSIVE JACKPOT PAI GOW POKER, a player can be the banker. This means that during that game, if any players lose, the banker wins their wagers and likewise, if any players win the banker pays those players out of his or her own money. The following rules apply for a player to be the banker.

1. A player must have played the previous hand against the house.
2. The player must show that he or she has the money to cover the entire table's wagers.
3. A player can request to bank when it is his or her turn in the table rotation.
4. A player cannot move player positions to gain the bank early. If a player moves to gain the bank early, he must wait a full rotation of the table, in the new seat, before it is his or her turn to bank again.
5. A seated player may bank up to the amount of his or her previous bet, plus **10%**. This includes a player who may have bet the table maximum on the previous hand. Visible bankroll or known credit availability are essential for player banking.
6. A player, acting as a banker, may accept any wager from the other players participating in the round. The dealer must check the wagers prior to the cards being dealt. Wagers over the table maximum are permissible under these circumstances. The house will collect a **5%** commission on all winning wagers.
7. Player as banker when using the dice cup:
 - a. The dealer **MUST** shake the dice
 - b. The player/banker may shake dice, but the dealer **MUST ALWAYS** uncover the dice
8. If a player acting as banker sets his or her hand in any way that contradicts house game rules, the house will take control of the hand and re-set it accordingly.
9. When a player is banker, bets are settled from the player/banker's immediate right, in a counterclockwise manner.
10. If the player/banker loses the hand to the house, the house is paid first.

4. Dealer Procedures

4.1 Casino-specific Procedures

The following activities are casino-specific. Perform these according to casino rules and regulations.

- Opening the table
- Inspecting the deck of cards
- Removing used and damaged cards
- Performing the shuffle
- Changing the deck of cards
- Managing a dead game
- Understanding the minimum and maximum wagering limits on the table game

4.2 Dealing the Hand

1. Before delivering the cards, say “No more bets” to inform players that the progressive jackpot is closed.
2. Press **COIN IN** on the dealer console to activate the progressive meter lock out and prevent any player from making a progressive jackpot wager.
3. Deal seven seven-card hands, one card at a time, in front of the dealer position, and place the remaining four cards in the discard holder unseen. An incorrect number of cards dealt for a player or the dealer constitutes a misdeal or dead hand.
4. Roll three dice and count around the players at the table counterclockwise, starting with the dealer, up to the dice total to determine who gets the first hand dealt.
5. Give the remaining hands to the other players, in counterclockwise rotation.

4.3 Playing PROGRESSIVE JACKPOT PAI GOW Poker

Once the hands are dealt, all players, other than the dealer, will look at their cards and divide them into two hands, a **Back Hand** (five-card hand) and a **Front Hand** (two-card hand). The player will place the **Front Hand** face down on the table felt in the area labeled 2nd High and the **Back Hand** face down in area labeled High. Players are responsible for making the best possible hands out of their cards. Host casino policy dictates whether players may exchange or communicate information regarding their hands. Violation of casino policy may result in a dead hand and forfeiture of the wager.

1. When all players have finished placing their two hands face down, reveal the dealer's hand. The other players may not touch their cards from this point on.
2. Arrange the dealer's hand into a Back Hand and a Front Hand. When complete, the players then expose their hands.
3. Normal PROGRESSIVE JACKPOT PAI GOW POKER play rules are in effect for players continuing play, although house policy and procedure take precedence.

Note: The dealer advantage in PROGRESSIVE JACKPOT PAI GOW POKER is winning all tied hands.

4.4 Determining the Winning Hand, and Taking and Paying Wagers

Move counterclockwise around the table to each player. Determine if that player has a winning hand, then either pay the winning wager or take the losing wager, and place cards in the discard holder before moving to the next player.

1. Determine a winning hand, by comparing your Back Hand to the player's Back Hand, and the player's Front Hand with your Front Hand. The highest hands win.
 - If the player wins both hands, pay the player even money (1 to 1) on the player's initial wager.
 - If you win one hand and the player wins the other, no money changes hands. This is called a push.
 - If you win both hands, take the player's initial wager.
 - If either hand is tied, you (the dealer) wins that particular hand. If one hand is tied and the player wins the other, no money changes hand.
2. Take or pay wagers for the base game first before settling the progressive wager.
 - a. Stack the player's wager, then match and stack the winnings beside it into a single colored bet.
 - b. Subtract **5%** commission on winning bets from the player's payoff, or the player may place the commission next to the winning bet.
 - c. You may convert if the player's chips if he or she is accumulating large quantities of lower value chips by:
 - Cutting down the bet to be paid in 5s (\$25 chips will be cut in 4s).
 - Taking chips of required value from the tray, calling amount loudly (for the Games Supervisor to hear), cutting them out directly next to the bet, and then taking the lower value chips and placing them into the tray.
3. If the player made a progressive wager and has a winning progressive hand (see the paytables in Section 5.1), leave the cards exposed on the table and follow the progressive jackpot payout procedures in Section 5.2.
4. Press **GAME OVER** on the dealer console to start a new game. (New wagers on the progressive jackpot will not be accepted until **GAME OVER** is pressed.)

4.5 Resolving Dealer Errors

The following are basic resolutions for cases of dealer errors:

1. If the dealer gives the wrong number of cards to any player (including the dealer), the hand is dead. All players retain their wagers and the house refunds the progressive jackpot wager from the chip tray.
2. Once cards are placed in the discard holder, under no circumstances should the cards be picked up out of the discard holder to “back up” a hand, that is to place them back down in front of the players. If a customer dispute arises, notify the appropriate personnel immediately.

5. Progressive Jackpot Payout Procedures

5.1 PROGRESSIVE JACKPOT PAI GOW POKER Paytable Variations

Table 5.1, Table 5.2, and Table 5.3 display the progressive paytable options for PROGRESSIVE JACKPOT PAI GOW™ POKER.

Table 5.1 Pay schedule PJPA1 (one-dollar progressive wager)

PROGRESSIVE JACKPOT PAI GOW POKER Jackpot Pay Schedule PJPA1		
Hand	\$1 Payout	Jackpot Type (Hard Key Turn)
Natural Royal Flush – OR – Five Aces + Pair	100% (from the meter)	High (JPH—turn to right)
Natural Royal Flush – OR – Five Aces	10% (from the meter)	High (JPH—turn to right)
Royal Flush + Pair	\$200 (from the meter)	Low (JPL—turn to left)
Royal Flush	\$100 (from the meter)	Low (JPL—turn to left)
Straight Flush + Pair	\$50 (from the meter)	Low (JPL—turn to left)
Straight Flush	\$25 (from the meter)	Low (JPL—turn to left)
Four-of-a-Kind + Pair	\$40 (from the meter)	No Key
Four-of-a-Kind	\$20 (<u>not</u> from meter)	No Key
Full House + Pair	\$10 (<u>not</u> from meter)	No Key
Full House	\$5 (<u>not</u> from meter)	No Key
Flush + Pair	\$6 (<u>not</u> from meter)	No Key
Flush	\$3 (<u>not</u> from meter)	No Key
Straight + Pair	\$4 (<u>not</u> from meter)	No Key
Straight	\$2 (<u>not</u> from meter)	No Key
Three-of-a-Kind	\$2 (<u>not</u> from meter)	No Key

Table 5.2 Pay schedule PJPB1 (one-dollar progressive wager)

PROGRESSIVE JACKPOT PAI GOW POKER Jackpot Pay Schedule PJPB1		
Hand	\$1 Payout	Jackpot Type (Hard Key Turn)
Natural Royal Flush – OR – Five Aces + Pair	100% (from the meter)	High (JPH—turn to right)
Natural Royal Flush – OR – Five Aces	10% (from the meter)	High (JPH—turn to right)
Royal Flush + Pair	\$200 (from the meter)	Low (JPL—turn to left)
Royal Flush	\$100 (from the meter)	Low (JPL—turn to left)
Straight Flush + Pair	\$50 (from the meter)	Low (JPL—turn to left)
Straight Flush	\$25 (from the meter)	Low (JPL—turn to left)
Four-of-a-Kind + Pair	\$40 (from the meter)	No Key
Four-of-a-Kind	\$20 (<u>not</u> from meter)	No Key
Full House + Pair	\$12 (<u>not</u> from meter)	No Key
Full House	\$6 (<u>not</u> from meter)	No Key
Flush + Pair	\$6 (<u>not</u> from meter)	No Key
Flush	\$3 (<u>not</u> from meter)	No Key
Straight + Pair	\$4 (<u>not</u> from meter)	No Key
Straight	\$2 (<u>not</u> from meter)	No Key
Three-of-a-Kind	\$2 (<u>not</u> from meter)	No Key

Table 5.3 Pay schedule PJPC1 (one-dollar progressive wager)

PROGRESSIVE JACKPOT PAI GOW POKER Jackpot Pay Schedule PJPC1		
Hand	\$1 Payout	Jackpot Type (Hard Key Turn)
Natural Royal Flush – OR – Five Aces + Pair	100% (from the meter)	High (JPH—turn to right)
Natural Royal Flush – OR – Five Aces	10% (from the meter)	High (JPH—turn to right)
Royal Flush + Pair	\$200 (from the meter)	Low (JPL—turn to left)
Royal Flush	\$100 (from the meter)	Low (JPL—turn to left)
Straight Flush + Pair	\$50 (from the meter)	Low (JPL—turn to left)
Straight Flush	\$25 (from the meter)	Low (JPL—turn to left)
Four-of-a-Kind + Pair	\$40 (from the meter)	No Key
Four-of-a-Kind	\$20 (<u>not</u> from meter)	No Key
Full House + Pair	\$12 (<u>not</u> from meter)	No Key
Full House	\$6 (<u>not</u> from meter)	No Key
Flush + Pair	\$8 (<u>not</u> from meter)	No Key
Flush	\$4 (<u>not</u> from meter)	No Key
Straight + Pair	\$4 (<u>not</u> from meter)	No Key
Straight	\$2 (<u>not</u> from meter)	No Key
Three-of-a-Kind	\$2 (<u>not</u> from meter)	No Key

5.2 Using the Dealer Console to Record and Pay Jackpots

Players who have a progressive jackpot winning hand must notify the dealer of the winning hand. The dealer must then notify the appropriate casino management and perform several steps to record and handle the transaction correctly. This section outlines dealer procedures for paying a progressive jackpot; However, some casinos may require management personnel perform some of these actions. **Casino policy and internal control procedures take precedence over these procedures for paying any jackpot.**

When a progressive jackpot occurs, the dealer enters the information into the GAME MANAGER system using the dealer console keypad. After the win is verified and the player paid, the AQUARIUS CONTROLLER™ reduces the meter to account for the jackpot win and the GAME MANAGER system records the information in its database.

There are three progressive jackpot types—High, Low, and No Key. The following subsections detail how to perform payouts for each type of jackpot.

5.2.1 High Jackpot Payout Procedure

High jackpots are a percentage of the meter amount. Refer to the appropriate payable in Section 5.1. To make a high jackpot payout, the dealer performs the following steps:

1. Verify that the dealer console is in the **COIN IN** mode. The game must be in this mode to pay jackpots.
2. Press the dealer console button that corresponds to the winning hand. The button's red LED indicates a pending jackpot.
3. Notify the appropriate casino personnel, who will:
 - a. Verify the hand(s).

NOTE:

If the hand is not verifiable (is not a winner), press the dealer console button that was pressed in step 2. This will cancel the jackpot payout process for that hand.

- b. Ensure the coin acceptor indicator light is on.

- c. Double-check all security measures before validating the jackpot:
 - Verify that the shuffle was performed according to procedures, that qualifying progressive wagers were placed before the hand was dealt, and that cards were dealt in the correct sequence and were not manipulated in order to compose the winning hand.
 - Check the winning meter amount against the last meter reading and the last jackpot payout to determine if the winning meter amount is correct.
 - Pull and check the card deck (save the deck for further inspection).
 - Replace the card deck.
4. Count down the remaining cards, sort them into proper order, and check them. Count down the complete deck after any progressive jackpot payout.
5. After the hand is verified, process the win by performing the following steps:
 - a. If the player wishes to be paid by check, the player must request this prior to the cash payoff being completed. If it is permissible, find out from the player how the transaction is to be carried out before completing the payout slip.
 - b. Insert the **009** hard key and turn it from the **R** (Run) position to the **JPH** (Jackpot High) position. The **J-POT** button LED flashes to signify that the console is in the **Process Jackpot** mode.
 - c. Press the flashing **J-POT** button to pay a pending jackpot. The controller deducts the corresponding payout amount from the progressive jackpot meter. A jackpot message scrolls across the table meter indicating a winner, the type of win, the jackpot amount, and at what table. A jackpot paid message displays on the GAME MANAGER Activity Log.
6. Pay the amount of the jackpot to the winning player.
7. After all jackpot payouts are made, turn the hard key to the **R** (Run) position and remove the key.
8. Press the **GAME OVER** button after all payouts are processed.
9. Clear the jackpot from the GAME MANAGER software interface. (Percentage jackpots cause the **Process Jackpot** button on the main menu to blink. When the system has finished processing a jackpot, it prints a jackpot receipt. Add this receipt to paperwork completed at the table.)

5.2.2 Low Jackpot Payout Procedures

Low jackpots are fixed pay amounts, which the dealer pays from the chip tray. Low jackpots also reduce the jackpot meter amount. To pay a low jackpot, follow steps 1 through 9 in Section 5.2.1 but use the **008** hard key in the dealer console and turn it from the **R** (Run) position to the **JPL** (Jackpot Low) position.

5.2.3 No Key Jackpot Payout Procedures

The dealer does not require a key to pay a No Key jackpot. Refer to the appropriate payable in Section 5.1 to determine whether a No Key jackpot is from the meter.

From the Meter

No Key jackpots that are from the meter reduce the meter value by the jackpot amount. To pay a No Key jackpot that is from the meter, perform the following steps:

1. Verify that the dealer console is in **COIN IN** mode. The game must be in this mode to pay the jackpot.
2. Press the dealer console button that corresponds to the winning hand. The button's red LED lights indicating that a jackpot is pending.
3. Pay the amount of the jackpot from the chip tray to the winning player.
4. Press **GAME OVER** on the dealer console.

Not From the Meter

To pay a No Key jackpot that is not from the meter, pay the player the amount of jackpot from the chip tray. When all winnings are paid, press **GAME OVER** on the dealer console to start a new game.

5.3 Handling Multiple Progressive Jackpots at One Table and One Deal

NOTE:

MIKOHN recommends casinos pay all winning progressive jackpot hands one at a time according to player position (from right to left). See Chapter 6 for troubleshooting instructions.

For multiple progressive jackpot wins on one table, the dealer performs the following steps:

1. Determine the first winner of a progressive jackpot from right to left.
2. Verify that the dealer console is in the **COIN IN** mode. The game must be in this mode to pay jackpots.
3. Press the dealer console button that corresponds to the winning hand. The button's red LED indicates that a pending jackpot.
4. Notify the appropriate casino personnel, who will:
 - a. Verify the hand.

NOTE:

If the hand is not verifiable (is not a winner), press the keypad button that was pressed in step 3. This will cancel the jackpot payout process for that hand.

- b. Ensure the coin acceptor indicator light is on.
 - c. **For a high jackpot only:** Double-check all security measures before validating the jackpot.
 - Verify that the shuffle was performed according to procedures, that qualifying progressive wagers were placed before the hand was dealt, and that cards were dealt in the correct sequence and were not manipulated in order to compose the winning hand.
 - Check the winning meter amount against the last meter reading and the last jackpot payout to determine if the winning meter amount is correct.
 - Pull and check the card deck (save deck for further inspection).
 - Replace the card deck.
5. Count down the remaining cards, sort them into proper order, and check them. Count down the complete deck after any progressive jackpot payout.

6. After the hand is verified, process the win by performing the following steps:
 - a. **For a high jackpot only:** If the player wishes to be paid by check, the player must request this prior to the cash payoff being completed. If it is permissible, find out from the player how the transaction is to be carried out before completing the payout slip.
 - b. Insert the hard key and turn it from the **R** (Run) position to the **JPH** (Jackpot High) position. The **J-POT** button LED flashes to signify that the console is in the **Process Jackpot** mode.
 - c. Press the flashing **J-POT** button to pay a pending jackpot. The controller deducts the corresponding payout amount from the progressive jackpot meter. A jackpot message scrolls across the table meter indicating a winner, the type of win, the jackpot amount, and at what table. A jackpot paid message displays on the GAME MANAGER Activity Log.
7. Pay the amount of the jackpot to the winning player.
8. After all jackpot payouts have been made, turn the hard key to the **R** (Run) position and remove the key.
9. Press the **GAME OVER** button after all payouts are processed.
10. Clear the jackpot from the GAME MANAGER software interface. (Percentage jackpots cause the **Process Jackpot** button on the main menu to blink. When the system has finished processing a jackpot, it prints a jackpot receipt. Add this receipt to paperwork completed at the table.)

5.4 Handling Simultaneous High Progressive Jackpot Hands on Multiple Tables

NOTE:

MIKOHN recommends casinos pay simultaneous winning high progressive jackpot hands at multiple tables according to which player won first—as shown on surveillance tapes. See Chapter 6 for troubleshooting instructions.

Situations can occur in which multiple **100%** or **10%** jackpots hit at different tables virtually simultaneously. Although it is statistically rare to have such an occurrence, it could happen. When there is more than one table linked to the same progressive, surveillance must determine which player got the winning hand first. Winning a progressive jackpot second (and so on) means that player wins a smaller amount after the first jackpot reduces the meter.

Therefore, in a situation where one player wants to be paid ahead of another or insists he or she won the hand first, surveillance must be called to settle the dispute with surveillance tape evidence. The house awards the first high jackpot to the player who won the hand first, even if by a few seconds difference.

When multiple players win a high progressive jackpot simultaneously on different tables, the dealer performs the following steps:

1. As soon as a dispute arises, notify the appropriate casino personnel, who will perform the following steps:
 - a. Verify that the dealer console on all tables is in the **COIN IN** mode. The game must be in this mode to pay jackpots.
 - b. Verify the hands.
 - c. Ensure the correct coin acceptor indicator lights are on.
 - d. Double-check all security measures before validating the jackpot:
 - Verify that the shuffle was performed according to procedures, that qualifying progressive wagers were placed before the hand was dealt, and that cards were dealt in the correct sequence and were not manipulated in order to compose the winning hand.
 - Check the winning meter amount against the last meter reading and the last jackpot payout to determine if the winning meter amount is correct.
 - Pull and check the card deck (save the deck for further inspection).
 - Replace the card deck.
2. Count down the remaining cards, sort them into proper order, and check them. Count down the complete deck after any progressive jackpot payout.

3. After both hands are verified, perform the following steps:
 - a. At the first winner's table, press the dealer console button that corresponds to the winning hand. The button's red LED indicates a pending jackpot.
 - b. If the player wishes to be paid by check, the player must request this prior to the cash payoff being completed. If it is permissible, find out from the player how the transaction is to be carried out before completing the payout slip.
 - c. Insert the hard key and turn it from the **R** (Run) position to the **JPH** (Jackpot High) position. The **J-POT** button LED flashes to signify that the console is in the **Process Jackpot** mode.
 - d. Press the flashing **J-POT** button to pay a pending jackpot. The controller deducts the corresponding payout amount from the progressive jackpot meter. A jackpot message scrolls across the table meter indicating a winner, the type of win, the jackpot amount, and at what table. A jackpot paid message displays on the GAME MANAGER Activity Log.
4. Pay the first jackpot winner the full sum of the winning hand's payout.
5. Turn the hard key to the **R** (Run) position and remove the key.
6. Press the **GAME OVER** button after the first table payout is processed.
7. Clear the jackpot from the GAME MANAGER software interface. (Percentage jackpots cause the **Process Jackpot** button on the main menu to blink. When the system has finished processing a jackpot, it prints a jackpot receipt. Add this receipt to paperwork completed at the table.)
8. After the first jackpot payout is made, repeat the above process to pay the second jackpot winner. The second high jackpot winner will receive the new jackpot amount (the original jackpot amount less the first winner's payout).

5.5 Reconciling Progressive Meter and Coin-In Amounts

The End of Shift Form, on the next page, is an optional tool for casinos to use. The main purpose of this form is to check and balance the progressive jackpot meter and coin-in amounts against the GAME MANAGER system. Make copies of the original form and complete one for each shift. Complete and use the form as follows:

1. Fill in the date, time, shift, table #, games supervisor, and pit/shift personnel.
2. In the Progressive Jackpot Hard Meter section:
 - a. Enter the beginning hard meter reading amount. This is the end hard meter amount from previous shift.
 - b. Enter the end hard meter amount at the end of your shift. This is the beginning amount for the next shift.
 - c. Subtract the end amount from the beginning amount. Enter this amount in Total Hard Meter.
 - d. Multiply the Total Hard Meter amount with the progressive meter incrementation rate. (This rate is casino-specific.) Enter this amount in Change in Progressive Jackpot Value.
3. Under the Current Progressive Jackpot Reading section:
 - a. Enter the beginning amount of the progressive jackpot. This is the end progressive jackpot amount from the previous shift.
 - b. Enter the end amount of the progressive jackpot from the LED screen on dealer console. This is the beginning amount for the next shift.
 - c. Subtract the end amount from the beginning amount. Enter this amount in Total Current Meter.
4. Compare the Change in Progressive Jackpot Value with the Total Current Meter. This figure represents the correct amount of coin that was added to the progressive jackpot.

To reconcile meter amounts, run the GAME MANAGER Coin-In, Activity Log, and Progressive Jackpot Reports, and compare the total progressive jackpot hard meter and current meter amounts with the amounts on these reports.

NOTE:

If the variance is more than 100 coins, contact MIKOHN Customer Service at
1-800-798-1942 to resolve the problem.

MIKOHN PROGRESSIVE TABLE GAMES End of Shift Form	
Date:	Shift:
Time:	Table #:
Games Supervisor:	
Pit/Shift Personnel:	
Progressive Jackpot Hard Meter	
Beginning Amount: <small>(end amount from previous shift)</small>	
End Amount: <small>(beginning amount for next shift)</small>	
Total Hard Meter: <small>(beginning minus end)</small>	
Change in Progressive Jackpot Value (in dollars): <small>(Total Hard Meter times progressive incrementation rate)</small>	<div style="font-size: 24px; margin: 0;">\$</div> <div style="height: 30px; border-bottom: 1px solid black; margin-top: 5px;"></div>
Current Progressive Jackpot Meter	
Beginning Amount: <small>(end amount from previous shift)</small>	
End Amount: <small>(from LED screen on dealer console)</small>	
Total Current Meter: <small>(beginning minus end)</small>	

To reconcile meter amounts, run the GAME MANAGER Coin-In, Activity Log, and Progressive Jackpot Reports, and compare the total progressive jackpot hard meter and current meter amounts with the amounts on these reports.

If the variance is more than 100 coins, call MIKOHN Customer Service at **1-800-798-1942** to resolve the problem.

6. Troubleshooting

6.1 Progressive Malfunctions

NOTE:

To troubleshoot GAME MANAGER or AQUARIUS CONTROLLER™ problems, refer to the documentation for that product. See Section 1.3 to order MIKOHN documentation.

If the AQUARIUS CONTROLLER or the computer malfunctions, the coin acceptors can be covered up, allowing the PROGRESSIVE JACKPOT PAI GOW™ POKER table game to continue without the progressive feature until repairs are made.

6.2 Progressive High Jackpot Input Errors

If multiple high percentage progressive jackpots are pending on GAME MANAGER and the dealer presses wrong high jackpot buttons on the dealer console, perform the following steps:

1. Stop game play on all tables linked to GAME MANAGER.
2. Take note of the current progressive jackpot amount on the dealer console screen and the amount on the GAME MANAGER.
3. Cancel all pending progressive jackpots on GAME MANAGER.
 - a. Click the **Process Jackpot** button on the GAME MANAGER main menu. The *Process Jackpot* screen opens.
 - b. Select each pending jackpot individually and click **Delete**.
 - c. A *Confirm Jackpot Deletion* screen appears. Click the **green** ✓ for acceptance or the **red X** to return to the *Process Jackpot* screen. If the **green** ✓ is selected the *Process Jackpot* screen appears.
4. Re-enter the correct progressive jackpots in the *Process Jackpot* screen, in correct winning sequence.
5. Pay the correct jackpot amount to each player, one at a time.

Glossary

The following terms, when used in this manual, have the following meanings:

Aquarius Controller	A mechanism installed on table games that communicates with the console to determine how the table functions and how visual displays increment the progressive jackpot value.
Bet	To wager; To stay in the game by betting money on a dealt hand, especially if it is a potential winning hand.
Call	To stay in the game by betting money on a dealt hand, especially if it is a potential winning hand.
Coin Acceptor	A device used for collecting the progressive jackpot bet and registering the player for a chance to win a progressive jackpot. There is one coin acceptor for each player position on the table.
Chip	A token representing a monetary value, such as one dollar.
Dealer	The person who oversees a table game and is responsible for distributing playing cards and other gaming tools and paying and taking bets at the table.
Dealer Console	The panel in the dealer's station that consists of key switches and buttons. The panel enables the dealer to perform specific table game functions, such as recording jackpot wins.
EPROM	Erasable Programmable Read Only Memory chip that acts as a storage device for various information such as programs or data.
Face Cards	Jacks, Queens, or Kings in the standard 52-card deck.
Game Manager	A MIKOHN table game accounting system that sends and receives information to and from the AQUARIUS CONTROLLER.
Hand	Seven cards dealt to a player or dealer, which are arranged into a five-card Back Hand and a two-card Front Hand.
Hard Key	A key, comparable to a car key, used for security purposes—to restrict access to equipment, computer functions, and gaming equipment functions. The following are examples of different key uses: pay low jackpots, pay high jackpots (manager), and configure the AQUARIUS CONTROLLER (service technician).
Jackpot	A prize awarded to a game player upon receiving a winning combination in a game.
LED	Light-Emitting Diode. An indicator light on the dealer console and coin acceptor that changes patterns (for example, solid or flashing) according to the status of the function the LED represents.
Master and Slave	The relationship between the master (controller or computer) and the slave controllers in the tables with which it communicates.
Master	The primary controlling mechanism for one or more tables. The master can be either an AQUARIUS CONTROLLER installed on a single table or the GAME MANAGER computer installed in one location (such as the pit boss' station).
Meter	An overhead visual display showing the incrementing numbers of a progressive jackpot.

Procedures Manual

Paytable	The pay schedule for the wager.
Player	The person who is participating in a game and placing bets.
Progressive Bet (Wager)	The one-dollar wager that a player places in the coin acceptor to participate in the progressive jackpot portion of the game.
Progressive Jackpot	In a table game, an amount of money accrued by player contributions of chips added to a seed amount (for example, \$10,000 to start). Players with winning hands can collect all or a part of the progressive jackpot.
Push	A tie in a card game. Nothing is won or lost, and the player retains all money wagered (other than the progressive bet).
Seed Amount	The starting amount of a progressive jackpot.
Table	Where a card game is played. May contain an AQUARIUS CONTROLLER in the table mechanism.
Table Felt	The printed surface of a table game, which shows all the areas where bets and cards can be placed.
Wager	To bet; To stay in the game by betting money on a dealt hand, especially if it is a potential winning hand.